Alabama Department of Mental Health
Telehealth Equipment & Training
RFP 2022-17 Q&A

1. On page 9 of 12 under Integration, what is the name of the EHR system currently in use? Each treatment provider agency determines their EHR for their utilization. ADMH does not mandate a specific EHR program for treatment provider agencies to use.

2. On page 9 of 12 under Reporting, what type of standard reports are expected from the Telehealth Equipment? None. There is no required reporting from the telehealth equipment.

3. Will you verify the link in the Legislative Contract Review section, the link appears to be broken (http://www.legislature.state.al.us/aliswww/AlaLegJointIntCommContracReview.aspx.) The RFP did not include a link for this website.

4. Will the ADMH sign the attached NDA before the proposal is due? No but DMH will accept a redacted electronic copy. DMH is a state agency and any contract/info submitted will be public record.

5. Is the ADMH looking for after hour provider coverage? No.

6. How many providers will be using the software to call the carts? Seven (7) treatment provider agencies across ten (10) physical locations will be providing this service. Therefore, seven (7) treatment provider agencies across ten (10) physical locations will be using the software.

7. Where will the questions to this RFP be list on your website? The Q&A will be next to the RFP listing.

8. Do you have other video conferencing devices on your network? Conference rooms with Polycom codecs? Yes.

9. Are they registered back to a video infrastructure? Is this video infrastructure Polycom or Cisco or other platform? Is this on-premise or cloud solution? With the telehealth systems in use now, the video conferencing devices are connecting to a scheduled Zoom call. The Zoom software is provided with each cart in the current system. The video system in use now is a Poly system, but it is using Zoom as the video conferencing software platform. Zoom is cloud-based.

10. If you have telemedicine carts today, how are the providers calling into them? Are they using software like desktop/mobile version of Polycom Real Presence Desktop? Are these cart to cart calling or conference room to cart calling?
Providers and clients/consumers are calling/connecting into a Zoom meeting that has been set or scheduled up by the provider agency and the client. This is utilizing Zoom. The current telehealth carts are using Zoom, so any typical device, laptop, cell phone, etc. can be used to connect to the call.

11. Can you provide an example of a typical video call is initiated?
The provider agency sets up a Zoom call, and they, along with those invited, just join the Zoom call, per typical Zoom operating standards.

12. Do you have any fleet monitoring or alerting to when the carts are offline/low battery? Getting any alerts via SMS or email?
The current telehealth carts are not operating on battery; therefore, there is no monitoring of the power or the cart to tell whether it is online/offline.

13. What type of reporting do you currently have on your current solution? There is no required reporting.

14. I noticed in your specifications that you were looking for a 55 inch monitor on telehealth cart. We called several of the medical cart manufacturers and they all came back feeling that that would be a tip hazard and they would not feel comfortable with that type of liability. They said if someone did provide card with a 55 inch monitor would be very custom and very wide at the base and right now it is taking 12-20 weeks minimum for carts possibly longer with the supply chain crisis. We typically have a 22 inch monitor on our medical telemedicine carts would that be acceptable? Yes.

15. Can you tell me what you mean by interactive display?
The synergetic telehealth system is to include a ViewSonic LCD Interactive Display, which incorporates ultra-HD resolution, a 20-point multi-touch, interactive screen, audio speakers, and a mobile stand. The interactive display provides wireless interface to laptops and screens.

16. You are looking for 10 telemedicine carts one for each of the 10 locations? Yes.

17. Can you tell me how many providers will be providing this service?
Seven (7) treatment provider agencies across ten (10) physical locations will be providing this service.

18. All the providers will be at one of the 2 hubs?

The designated end-user provider agencies are physically located at addresses throughout the state. Only the two (2) designated hub-users are physically located at the hubs.

19. Are you wanting to continue to use the poly com cameras? Yes.

20. Are the Polycom cameras located at the hubs? Yes.

21. Can Polycom work with Zoom? Yes.

22. Will providers schedule their own telehealth sessions or do you have schedulers to do that?
    Providers will schedule their own telehealth sessions through their own internal protocols.

23. Will you need documents and electronic signature included in this telehealth solution for patients to fill out appropriate forms? This is not a requirement, so no.

24. Would you want a method for payment when they received a telemedicine invite? No.

25. Our telehealth solution is H.323/SIP capable but we are moving towards the FHIR integration as the new standard as the 323 is a fairly old, are you looking to move to the new FHIR integration? We are open to considering new integration systems.